

Community Service Officer (CSO)

FLSA Status: Non-Exempt

General Definition of Work

The Westfield Community Service Officer, commonly referred to as the CSO, is a civilian, non-sworn 40-hour per week employee who performs a variety of tasks and community assignments that do not require the services of a sworn officer. The assignments, duties and tasks noted in this job description are not all inclusive, but they do provide a general description of the routine and important tasks associated with this position. The CSO's immediate supervisor is the Operations Lieutenant. The work hours for this position are typically 7:30 a.m. to 3:30 p.m. Monday through Friday. These work are hours are subject to change based on agency needs.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty function satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required but are not all-inclusive. Must be at least 21 years of age and shall be a US citizen. Shall be drug-free, and have no convictions for operating a motor vehicle while intoxicated, or operating a vehicle with blood alcohol content of .08% or above.

Essential Functions

- Responds to a variety of calls for service, including but not limited to: animal complaints, VIN checks, disabled vehicles, traffic direction and control, paperwork and evidence delivery and pick up, and vehicle lock-outs
- Maintains the upkeep and cleanliness of the Public Safety Building grounds and interior
- Completes appropriate reports and related documents
- Issues City ordinance warnings and citations for parking and animal violations
- Transports, installs, and maintains specialized traffic-related equipment
- Follows all written and verbal City and department rules, orders, regulations, practices and policies
- Exhibits professional and courteous behavior when working with community members, other agency personnel, and other City employees
- Performs all assigned duties and tasks in a polite, professional, and positive manner
- Acts and performs in accordance with the professional standards and guidance received from immediate supervisor
- Responds to calls for service as quickly as possible and with minimal delay
- Communicates effectively with co-workers, businesses, governmental agencies, and community members
- May be required to work in extreme weather conditions
- Maintains all equipment and uniforms in accordance with City and departmental policies
- Attends all required training
- Maintains availability by radio and phone while on-duty

Knowledge, Skills and Abilities

- Ability to apply principles and techniques of traffic direction and control
- Ability to perform a variety of non-sworn law enforcement activities
- Ability to exercise independent judgment and work with minimum of supervision
- Ability to understand, interpret, and apply pertinent laws and regulations including vehicle and municipal codes
- Ability to understand, interpret, and apply administrative and departmental policies, procedures, and guidelines
- Ability to utilize Windows based computer systems, Mobile Data Terminal, Records Management System

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Education and Experience

Must be a high school graduate or possess a GED certificate.

Physical Requirements and Working Conditions

- The CSO may be exposed to inclement weather conditions, irate and abusive individuals, vicious animals, and hazardous traffic conditions.
- The CSO will work and/or walk on various types of surfaces including slippery or uneven surfaces and is required to walk, stand or sit for prolonged periods of time.
- The CSO is frequently required to reach with hands and arms, pull, climb or balance, stoop, kneel, and crouch or crawl.
- The CSO may be required to lift/move or assist with lifting/moving objects weighing more than 100 pounds.
- Overtime and emergency situations may arise which require a CSO to remain on duty for extended periods of time and to be called in to work outside of normal work hours.

Special Requirements

- Possess and maintain a valid Indiana driver's license and a satisfactory driving record
- Pass a detailed background investigation
- Analyze situations quickly and objectively, and determine a proper course of action to be taken
- Work extended hours and subject to being called in to work for animal and emergency incidents